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ABSTRACT

This manual is designed to provide information to interlibrary loan (ILL) practitioners about the philosophy behind interlibrary loan, as well as a functional knowledge of its routines. The first part of the manual presents general and background material about interlibrary loans. Included in this section are a glossary of library terms, the responsibilities of borrowing and lending libraries, information about ILL copyright, costs associated with ILL, and ILL codes, i.e., a set of rules which govern the borrowing and lending activities of interlibrary loan. The second section describes the basic steps necessary to secure a typical loan, including the ILL interview, and presents examples of appropriate forms and descriptions for record keeping and ILL etiquette. Also included in this section are a list of suppliers of library materials and a discussion of ILL administration. Appendixes present information about the Access Pennsylvania Database and provide a sample Access Pennsylvania borrowing form, an in-house request form, an American Library Association (ALA) ILL request form, and a sample filled request. A selected bibliography concludes the manual. (MAB)

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INTERLIBRARY LOAN TRAINING MANUAL

Prepared by

PENNSYLVANIA INTERLIBRARY LOAN ADVISORY COMMITTEE

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November, 1991

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PREFACE

The Pennsylvania Interlibrary Loan Advisory Committee is pleased to present this INTERLIBRARY LOAN TRAINING MANUAL. It is the hope of the committee that the manual will provide answers to the basic questions interlibrary loan practitioners will be confronted with in the day to day performance of their duties.

The material in the manual follows a utilitarian logic. The first part deals with general and background material about interlibrary loan, while the second follows the basic steps necessary to secure a typical loan, including the ILL interview, and discussions of appropriate forms, record keeping, and etiquette. The objective of the manual is to provide the reader with information about the philosophy behind interlibrary loan as well as a functional knowledge of its routines.

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GLOSSARY

ACCESS PENNSYLVANIA. A statewide program of several parts, it includes the CD-ROM statewide database project and the statewide library card.

ACCESS PENNSYLVANIA Database. An automated database, introduced in 1986, on compact laser disc. The database contains information about the holdings of hundreds of school, public, academic, and special libraries. The ACCESS PENNSYLVANIA database can be searched by title, author, subject, location, type of material, publication date, any word, or a combination of these reference points. The software contains a built-in interlibrary loan form, endorsed by the Pennsylvania Interlibrary Loan Committee as a valid alternative to the ALA form, that is automatically completed by the computer. (*APPENDIX A*)

ALA Interlibrary Loan Request Form. Properly filled out, this standard paper interlibrary loan form provides sufficient bibliographic data and copyright compliance information to assure the correct and legal handling of an interlibrary loan, for both the borrower and the receiver.

Bibliographic Verification. Locating an item in a bibliography, either printed or on-line, and correcting the bibliographic data, if necessary, constitutes bibliographic verification. The source of the

bibliographic verification is provided to the borrower on an interlibrary loan request form, for additional checking if necessary.

CCG, CCL. These notations signify proscriptions of the CONTU Guidelines. Checking *CCG* on the photocopy request signifies that it conforms to the guidelines as they pertain to photocopying a periodical article or part of a work copyrighted within the previous five years. Checking *CCL* confirms that the request is legitimate because it is permissible under the Copyright Law.

CD-ROM. A 4.75" compact disk, utilizing "read-only" memory, upon which large amounts of music or textual information can be stored digitally. The millions of records in the entire data-base of ACCESS PENNSYLVANIA, for example, are stored on four CD-ROMs. This medium needs special computer hardware to access its information.

Consortium. A group of libraries with similar or diverse interests that have agreed to band together to the benefit of the individuals of that group. Such a group may agree to lend more generously to its members, interlibrary loan materials may be shared without cost, or individuals served by one of the libraries of the group may borrow from any member library.

CONTU Guidelines. These guidelines, developed by the National Commission on New Technological Uses of Copyrighted Works, provide for a library to receive in a calendar year five articles from the most recent five years of a given journal title. They also permit

the borrowing library to receive ILL photocopy requests under several other criteria. The guidelines are listed in "Reproduction of Copyrighted Works by Educators and Librarians; Circular R21."

Copyright Clearance Center. "CCC." Founded in 1977 in response to the Copyright Law, this centralized agency in Massachusetts represents member copyright owners and users and secures permission to photocopy and collects and distributes appropriate fees.

Copyright Law of 1976. Public Law 94-553, Title 17 of the *United States Code*. This law intends to bring about a balance between the rights of the creators and the rights of the users of such materials. It limits what may be copied, sold, and distributed with and without the consent of the author. One of its most important concepts is that of "Fair Use."

Customer. The term used in this document to denote a user of the library. Other equally favored terms are *patron*, *client*, and *library user*.

District Library Center. "DLC." One of twenty-eight public libraries in the commonwealth which receive state-aid for the purpose of making resources and services available without charge to the residents of a given district. Each center coordinates the services of all public libraries within the district and provides and coordinates library services with other district library centers.

Fair Use. Set forth in the Copyright Law in general terms, the concept suggests that educators and researchers have the right to use copyrighted

materials in a reasonable manner without the consent of the author, thus limiting his or her royalty rights. It permits the single and multiple copying allowed for research and teaching. The term has not been legally defined and therefore it is still subject to extensive discussion and interpretation.

IFLA Office for International Lending. Publishers of *A BRIEF GUIDE TO CENTRES OF INTERNATIONAL LENDING AND PHOTOCOPYING*, which lists international libraries that have agreed to act as clearinghouses for verification and holdings of international ILLs.

Institute for Scientific Information. "ISI." An information for fee company located in Philadelphia, ISI is one of the major commercial sources for obtaining copies of journal articles.

Interlibrary Delivery Service of Pennsylvania. "IDS" is a truck delivery library service to over 200 full member and more than 400 affiliate member libraries in Pennsylvania. Members can secure borrowed and loaned items much more rapidly than through the U. S. mail.

Interlibrary Loan. A transaction in which library material, or a copy of the material, is made available by one library to another upon request. It includes both lending and borrowing. The libraries involved in interlibrary loan are not under the same administration or on the same campus. The term also indicates an item on loan from another library, the process of securing such an item, or the place within the library to which one goes to have a request processed.

Interlibrary Loan Code. A reasonable and organized set of rules which governs the borrowing and lending

of interlibrary loan. Examples are the *National Interlibrary Loan Code*, and the *Pennsylvania Interlibrary Loan Code.* There are also a number of consortial or regional ILL codes within the commonwealth.

Interlibrary Loan Directory of 1990. A directory of 700 libraries in Pennsylvania that list their lending and photocopy policies for books, serials, AV, and microforms.

"Library Use Only." A notation by the lending library indicating that it wishes the item loaned be used only within the borrowing library. Generally used when the item in question is of some value or scarcity.

Location Verification. For the purposes of borrowing an item, *location verification* is ascertaining in union lists (printed bibliographies or on-line databases) which libraries own the item under consideration. This is an important step in securing an interlibrary loan, because failure to verify locations often will result in a waste of time by the lending library, which will look for materials that it does not own.

Name-Address Directory. Accessing "NAD," one of the many on-line services of OCLC, provides a convenient method of ascertaining what materials a given library will and will not lend, its ILL costs, its restricted service periods, and other general policy information about the ILL facility of any library which is an OCLC member. Access to the NAD is done from within the Interlibrary Loan Subsystem of OCLC by typing a colon, the three letter code of the library, followed by a period, and RETURN (for

example, :PZI.). Details can be found in the OCLC *Name-Address Directory*, as well as other OCLC publications. The PRLC and PALINET networks will also explain the importance of the NAD and how to access and input information into the system.

NISO Standards. U. S. standards for libraries, information services, and the publishing industry, provided by the NATIONAL INFORMATION STANDARDS ORGANIZATION in affiliation with ANSI (AMERICAN NATIONAL STANDARDS INSTITUTE), the standards deal with preservation, acquisitions, bibliographic control, publishing, and automation support.

"Not Sent Because." A section on the ALA Interlibrary Loan Request Form (as well as other forms), the notation allows the lending library to give a reason for not sending an interlibrary loan. NISO (see above) has defined the reasons for not sending to be:

At Bindery	Lacking	Not Owned
Cost Exceeds Limit	Lacks Copyright Compliance	On Order
Estimated Cost	Lost	On Reserve
Hold Placed	Non-Circulating	Poor Condition
In Process	Not Found as Cited	Prepayment Required
In Use	Not on Shelf	Re-Request On
Volume/Issue Not Yet Available		

ONLINE COMPUTER LIBRARY CENTER. "OCLC," located in Dublin, Ohio, is an integrated international network of automated library services, including acquisition, cataloging, serials, circulation, and interlibrary loan. To date, for example, OCLC has handled the automated processing of over 30,000,000 interlibrary loans.

Online Database. A computerized bibliographic database that may be accessed by computer for the purpose of identifying and securing publications in special or general format. These databases may also include location and/or holdings information. Examples include OCLC and VUTEXT (a database of texts of newspapers).

Protocols. Originally meaning a very rigid set of rules that dealt with any activity in strict order of superiority, class, and adherence to formal laws, in current library parlance *protocols* are the rules of performance of a given interlibrary loan code or any consortial agreement.

Regional Resource Center. In Pennsylvania, one of four libraries which receive state-aid to support library service. The centers are the State Library of Pennsylvania, Pennsylvania State University Library, Free Library of Philadelphia, and The Carnegie Library of Pittsburgh.

Reimbursement. Many state libraries administer a plan by which participating libraries are paid for interlibrary loan activity. In some plans, lenders are paid for all processed and/or filled requests; in other plans, only net lenders are reimbursed.

Research Libraries Group. "RLG." RLG is a not-for-profit consortium of major universities and research institutions in the United States. Founded in 1974, its members act jointly to improve access to information needs in education and scholarship.

Research Libraries Information Network. "RLIN®." RLIN® is RLG's internationally available information management and retrieval system. The bibliographic database has an interlibrary loan messaging system as one of its components.

University Microfilms International. "UMI." UMI is a commercial document supplier that provides paper and/or microform copies of dissertations, periodical articles, and complete books. Requests to purchase materials may be sent via US mail, on the OCLC Interlibrary Loan Subsystem, or via fax.

Verification. The process by which an item is proven to exist. Verification is of two types, bibliographic and location. The first certifies that all the information (usually AUTHOR, TITLE, PLACE, PUBLISHER, DATE) about the item is correct, while the second determines which libraries own the item.

RESPONSIBILITIES OF BORROWING AND LENDING LIBRARIES

Although an interlibrary loan is usually initiated to meet the information needs of a single patron, interlibrary loan is actually an exchange of library materials between libraries, not between an individual customer and an institution.

Reciprocity is the guiding principle in interlibrary loan. Each library that participates in interlibrary loan should get something out of the exchange. If your library is a borrower one day, it should be willing to be a lender the next.

The borrowing library should be certain an interlibrary loan request is appropriate and reasonable. ILL librarians should make filling a request efficient and cost-effective by providing the required bibliographical data. ILL must not be used as a substitute for local collection development policies. When using ILL, requests should be sent to a variety of potential lenders, thus avoiding the overuse of a single library.

Lenders, in turn, should respond quickly and accurately, and should minimize unnecessary restrictions on the use of the materials they are lending. By contributing

their holdings to union lists, by participating in consortia, and being willing to send materials to other libraries in response to legitimate requests, lending libraries make their materials accessible to others.

RESPONSIBILITIES OF BORROWERS

SCREEN YOUR INTERLIBRARY LOAN REQUESTS.

Before placing an interlibrary loan request, always determine whether the material should be borrowed from another library, or purchased for the library's collection. A secondary issue is whether the library already has material in its collection that can meet this customer's needs, or whether the specific title requested is necessary. By not overlooking resources your library owns, local materials are exhausted before initiating an ILL request.

Interlibrary loan may be more expensive than buying the item. Interlibrary loan shifts the cost burden onto the lending library. Whenever materials are requested that are in print at a reasonable price, purchasing should be considered rather than borrowing. At times buying the item takes no more time than borrowing it.

Watch for a pattern of interlibrary loan requests. Purchase specific titles or materials in subject areas that are frequently requested. Monitoring interlibrary loan requests will provide excellent data for collection development purchasing decisions.

MAKE USE OF ALL VERIFICATION AND LOCATION TOOLS AVAILABLE TO YOU.

The bibliographic citation should be as complete as possible. Request needed information from the customer during the reference interview. (See the section on *Interlibrary Loan Interview.*) If necessary, call the customer for further information if verification problems arise. Clairvoyance is *not* a responsibility of the lending library. Do not expect the staff at the lending library to spend time on an incomplete or incorrect citation.

Most borrowing libraries use an in-house order form to initially collect information from their interlibrary loan customers. This information is later transferred to a standardized format (such as an OCLC on-line record, an ALA printed request form, or an ACCESS PA CD-ROM interlibrary loan form) by the interlibrary loan staff. Such in-house forms should be carefully designed to prompt customers for necessary information, they must bear the correctly worded copyright notice, and their continuity should be clear and logical so that interlibrary loan staff can transcribe information easily and accurately.

If you have not been able to completely verify the citation, note "Cannot Verify" and/or indicate which parts are in doubt. Indicate which bibliographic tools you have checked unsuccessfully for verification. This can be a substantial time saver for the staff at the lending library.

MAKE WISE DECISIONS ABOUT WHERE YOUR REQUEST SHOULD BE SENT.

If the borrowing library owns union lists or has access to other holdings location tools, the specific libraries which own the item can be identified. The libraries closest geographically generally are the most logical choices.

Since the 1970's, the number of libraries listing their holdings in union lists, online databases, and CD-ROM union catalogs has grown substantially. Do not guess and send a request to a library if there is any way of correctly identifying a location. Often when libraries lack holdings location tools, arrangements can be made with a larger library (such as a District Library Center, a Regional Resource Center, a fellow member of a consortium, or a nearby academic library) to verify holdings information, or to place the actual interlibrary loan requests.

The three de-facto national libraries, the Library of Congress, the National Library of Medicine, and the National Agriculture Library, should be used when all other known locations have been tried. They will lend materials or provide photocopies only for research and serious study. Know the specific lending policy before submitting a request to a national library. These three libraries also provide U.S. locations to requests received from overseas libraries, and may even forward those foreign requests to potential lenders in the U.S. Exhaust all possible suppliers in the U.S. before sending an ILL request to the national library of a foreign country. Brush up on the rules of international lending by consulting one of the standard guides, such as INTERLIBRARY LOAN PRACTICES HANDBOOK, by Virginia Boucher; INTERLIBRARY LOAN CODES, 1980; INTERNATIONAL LENDING PRINCIPLES AND GUIDELINES, 1978,

published by the American Library Association; or A BRIEF GUIDE TO CENTRES OF INTERNATIONAL LENDING AND PHOTOCOPYING, published by IFLA Office for International Lending.

LEARN THE POLICIES OF THE LENDING LIBRARIES.

Select various borrowing libraries so that the burden of requests is not concentrated on a few libraries. The exception to this general rule occurs when local agreements exist among libraries. If your library is a system member, a consortium member, or part of a public library district, requests should be sent first to libraries that are also members of the same group. Your consortium agreement should have interlibrary loan protocols which must be followed.

Staff who place requests must be familiar with the lending policies of any library to which requests are sent. Do not ask another library to do something it has publicly stated it will not do. Use published interlibrary loan policy directories (including the PENNSYLVANIA LIBRARIES: DIRECTORY OF LENDING POLICIES, 1990) to check lending policies, fees, and other limitations.

ACT RESPONSIBLY.

Using the term "RUSH" on an interlibrary loan request form requests that the lending library speed the lending process if at all possible. Do not abuse "RUSH." When used, indicate the "need-before" date, so that the lending library can make reasoned decisions about internal processing and delivery methods to insure that the requested item arrives by that date.

When returning materials, package them carefully to assure their safety in transit. Pay special attention to

the packaging needs of audiovisual materials and other special formats. For example, use stiff shipping envelopes to send floppy disks, and pack video or films so that cassettes and reels are not damaged. For insurance purposes, determine the value of the materials to be shipped.

Label materials clearly with correct, complete addresses. In a large library, a borrowed book or article may spend a day or two being forwarded from department to department by clerks trying to identify the proper recipient. If a mailing label is supplied by the lender, it is preferable to use it. Otherwise prepare a label which provides the return of the material to "Interlibrary Loan" at the lending library.

Lending libraries have reasons for imposing restrictions and limits on the use of their materials. Respect these limitations. For example, do not permit material marked, "Library use only," to circulate outside your library. Do not photocopy fragile or rare material marked, "May not be photocopied." Return promptly any item which the lending library recalls. Make certain that due dates are respected.

The borrowing library, not the customer, is the borrower of record. The borrowing library is responsible for the material while it is in the customer's possession and while it is enroute to and from your library. If the material is lost or damaged while in circulation or shipment, the borrowing library must pay for repair or replacement. When invoiced, pay promptly.

Be familiar with copyright restrictions and the CONTU Guidelines affecting the number of photocopies your library

may request from a particular title. Know the limiting conditions under which recorded material may be shown or performed. Exercise "fair use" rights, but do not infringe on the intellectual property rights of creative artists, writers, and publishers. Refer to the "Interlibrary Loan and Copyright" section of this Manual for more information.

RESPONSIBILITIES OF LENDERS

Enforce your library's interlibrary loan policies consistently and fairly. If a borrowing library has sent an inappropriate request, return it with an explanation as to why the request is inappropriate. This procedure will help the borrowing library prevent a repetition of its mistake.

If your library cannot fill an interlibrary loan request, respond using NISO standard responses when appropriate. The National Information Standards Organization defines nineteen different reasons for declining to fill an interlibrary loan request. These are intended to be filled in on the "Not Sent Because" (see *GLOSSARY)* line of the standard ALA interlibrary loan request form.

"Turn-around time" is the time expended on the full loan, including both mailings. Respond as rapidly as you can, and try to meet or exceed the turn-around time frames designated by the system or network to which you belong. Use the communication (mail, OCLC, telefacsimile, etc.) and delivery methods (mail, IDS, overnight shipping, etc.) most appropriate to meet the borrowing library's needs. Make sure you know how to recognize "RUSH" requests in order to give them priority.

If your library imposes fees for interlibrary loan, be certain that the borrowing library knows about fees in advance and has authorized them. Provide the borrowing library with the opportunity to confirm or cancel if the charges for filling the interlibrary loan exceed the cost they expected to pay.

Keep restrictions on the use of your library's materials to a minimum. Be as flexible as possible when granting a request for a renewal of a borrowed item.

INTERLIBRARY LOAN AND COPYRIGHT

The amount and scope of interlibrary loan photocopy requests are governed by both the U.S. Copyright Law and a set of guidelines. Copyright affects many library activities, and it has specific implications for the requesting of ILL materials.

The issues surrounding copyright and its applications to interlibrary loan are complex and the answers are rarely straightforward. Maintaining an awareness of library related copyright issues is an essential task for the ILL manager. Understanding the variety of issues -- from copyright compliance on the ILL form to copyright issues related to faxing a copy of a journal article -- is an ongoing task.

Whole books have been written on the complexities of the copyright law and its application to libraries. The following discussion of copyright is not intended to interpret the law, but rather provide a general framework in which the law operates with respect to interlibrary loan activities.

The current federal copyright law, Public Law 94-553 (the 553rd law enacted during the 94th session of Congress), became effective on January 1, 1978. The law on copyright is codified in Title 17 of the *United States Code*.

Copyright can be described as a statutory privilege extended to the creators of works which are fixed in a tangible medium of expression. Copyright offers the copyright owner the right to reproduce, adapt, distribute, publicly perform, and publicly display the copyrighted work as enumerated in Section 106. However, this bundle of rights is subject to a series of limitations which are detailed in Sections 107-118 of the Act.

One of the most important limitations on the copyright owner's right is that of *fair use*. Under certain conditions, fair use permits an individual to use a copyrighted work without prior permission. Section 107 details four factors that must be considered when determining whether the use of a copyrighted work can be considered fair use. They are: the purpose of the use, including non-profit educational uses; the nature of the work; the amount of the work to be copied; and the effect of such use on the potential market for or the value of the copyrighted work.

Section 108 details another important limitation on those exclusive rights: the reproduction by libraries and archives. Interlibrary loan photocopying is specifically discussed in Section 108(d), although in general terms. ILL copying is also included in Section 108(g)(2).

Because the 1978 Copyright Law did not specify the amount and scope of interlibrary loan copying permitted, and because more specific guidelines were desired, the National Commission on New Technological Uses of Copyrighted Works developed what is now referred to as the "CONTU Guidelines" in an attempt to clarify Section 108(g)(2).

The requesting library is responsible for making sure that the ILL photocopy request conforms to the copyright law. Requests for materials that will be returned to the supplying library do not need a copyright compliance. All requests for photocopies must indicate copyright compliance. The ALA interlibrary loan request form, as do most of the ILL request forms currently in use, has provided a section to indicate copyright compliance. "CCG" on the ILL form indicates that the request complies with the CONTU Guidelines, while "CCL" on the ILL request form indicates that the request complies with other provisions of the copyright law. Requests transmitted electronically must include "CCG" or "CCL." If a photocopy request does not indicate either "CCG" or "CCL," the lending library may choose to return the request to the borrower without processing it.

The CONTU Guidelines permit a borrowing library to receive five articles from a journal title published with five years prior to the date of the ILL request (the 5/5 guideline). It is possible that more than five articles from the most recent five years may be needed within the calendar year. In that case, several options are available to the requesting library.

One option is to purchase a copy of the article from a commercial document supplier such as the Institute for Scientific Information, or University Microfilms International. Such commercial suppliers have paid the publishers copyright royalties on all their photocopying. A second option is to join the Copyright Clearance Center (27 Congress St., Salem, MA, 01970, telephone (508) 744-3350, FAX (508) 741-2318). The CCC operates a centralized photocopy authorization and payment system. The CCC collects, processes, and transmits authorization from owners

to users, and royalties from users to copyright owners. The third option is to place a subscription to the needed journal. Writing to the copyright holder (often the publisher) or writing to the author is a fourth option available. Purchasing a used copy of the journal issue is yet another option. The final option is not to place the ILL request, but inform the customer of libraries that own the title in question.

The CONTU Guidelines also suggest that records of all photocopy requests be retained for three calendar years after the year in which the request was made. Thus, photocopy requests made and filled during 1992 shall be retained through December 31, 1995.

The lending library does not, and should not, keep any copyright records. However, the lending library should be aware of all of the provisions of the copyright law. It may be possible that the lending library may choose not to fill a request if it determines that the borrowing library did not properly indicate copyright compliance.

Although the copyright law is ambiguous, complex, and continually being interpreted by the courts, ILL librarians need to understand how the copyright law relates to interlibrary loan. The sources listed in the bibliography include basic references. Maintaining a current awareness of copyright requires continual reading of a wide variety of the professional literature.

INTERLIBRARY LOAN COSTS

Interlibrary loan is not a free service. There are direct costs associated with both borrowing and lending activities, even with libraries that closely cooperate with each other and do not charge fees. These costs have generally not been passed along to either the customer or to the library requesting the materials. As the volume of interlibrary loan increases, however, ILL librarians in all types of libraries, public, academic, school, and special, are becoming increasingly aware that there are direct costs involved in ILL activities and they are becoming interested in calculating the actual cost of their borrowing and lending activities.

The costs of providing ILL services may be useful for such activities as:

- Establishing, raising, or reducing lending charges or fees
- Choosing between traditional ILL suppliers (academic, public, special, and school libraries) and commercial document suppliers (University Microfilms International, Institute for Scientific Information)
- Arguing for a comprehensive statewide ILL reimbursement plan
- Evaluating internal efficiencies by comparing ILL cost data with that from similar institutions.

Determining the cost of either borrowing or lending is not easy. Only a few comprehensive methodologies have been written, and each is designed somewhat differently.

As the choice of potential suppliers increases, determining the cost of an ILL transaction becomes increasingly important. Is it less expensive to use a traditional ILL supplier, for example, any Pennsylvania library providing ILL, or is it more cost effective to use "non-traditional" sources, such as commercial suppliers? Knowing the cost of borrowing an item makes such a decision easier.

There are a number of factors associated with determining the costs of interlibrary loan services. The following discussion can only introduce the ILL manager to some of the essential areas that must be considered in calculating ILL costs.

Interlibrary loan for most libraries consists of both borrowing and lending. Ideally, the analysis of the cost of ILL should provide for one overall cost as well as separate borrowing and lending costs. Generally, borrowing is more costly than lending. To determine the cost of an ILL transaction, such factors as the following should be included:

- staff costs
- network and communication costs
- delivery costs
- photocopy costs
- supplies costs
- equipment and software costs
- rental and maintenance costs
- direct and indirect charges from lending institutions.

Costs from some interlibrary loan services may be covered outside the library's own budget, or they may be recovered by the library. Such recovery generally is of two types: 1) Subsidized services -- services such as delivery for which the library does not budget and for which no income is generated, and 2) Cost-recovered services -- services such as lending, photocopying, and faxing, budgeted by the library and for which some or all costs are recovered.

For those libraries which pass along ILL charges to their patrons, knowing the cost of an average ILL borrowing transaction may permit the ILL unit to process borrowing requests in a more timely manner. Knowing the cost of obtaining a photocopy of a journal article or of borrowing a book may also allow the ILL unit to absorb some of the ILL charges incurred in obtaining those materials.

As a lender, knowing the cost of processing one ILL request is invaluable. In the past decade ILL lending charges have been established by many libraries. Most of those lenders, however, have not set their lending charges based on the actual cost of providing such services. As more libraries calculate their actual lending costs, it can be expected that lending charges will more closely reflect actual costs of providing loans or photocopies.

Several cost models have been used to determine ILL costs. One of the most recent models is the one developed by Stephen Dickson and Virginia Boucher and published in *Research Access Through New Technology*, edited by Mary E. Jackson (AMS Press, Inc., 1989) The Dickson-Boucher model was developed to calculate lending costs. This model was adapted by the Research Libraries Group (RLG) to determine ILL costs within the RLG environment.

Caution should be exercised when looking at results of ILL cost studies. Most of the studies do not include all of the same elements. Some include the cost of stack maintenance, heating, lighting, etc., while others specifically exclude such factors.

The calculation of ILL costs is complex and time-consuming. The benefits derived from such a calculation, however, if tailored to an individual library's situation, can be used for a number of purposes. As ILL traffic increases, ILL managers must begin to measure the actual costs of providing such services.

INTERLIBRARY LOAN CODES

Interlibrary loan is a library service that is regulated by a variety of protocols. The establishment and adherence to these "rules" assures greater effectiveness for all participants. The governance of ILL borrowing and lending is based on a set of voluntary interlibrary loan codes.

Understanding the various ILL codes is a basic requirement for any ILL manager. The choice of the potential lender, the way in which the ILL request is transmitted, the method of shipment of loaned materials, and the remedies for violation of ILL codes may all be governed by sections of ILL codes.

An interlibrary loan code is a general guideline for the borrowing and lending of library materials. A number of ILL codes have been written during the past decade. The *National Interlibrary Loan Code*, 1980, the *Model Interlibrary Loan Code for Regional, State, Local, or Other Special Groups of Libraries*, and the 1987 *Pennsylvania Interlibrary Loan Code* are just three examples of ILL codes that may affect the way in which an ILL request initiated by a library in Pennsylvania is handled.

ILL Codes are necessary to guide, regulate, and govern interlibrary borrowing and lending among libraries. ILL codes may be general or narrow in focus. The establishment of an ILL code is generally undertaken by a group of libraries desiring better and less restrictive cooperation.

ILL Codes set the stage for appropriate ILL behavior. An ILL code generally establishes minimum guidelines for the scope of material to be shared, establishes responsibilities for both the borrowing library and the lending library, and may include remedies for violation of the code.

Because several ILL codes are currently in effect, it is important to know when a specific ILL code is applicable. In general, local, regional, and state codes conduct ILL activity in each of those settings. The most specific code, i.e., a local code, would be in effect for any ILL between two signatories of that local code. A regional or state ILL code becomes effective when that ILL traffic moves becomes broader in scope. Local, regional, and state codes are often written by groups interested in promoting more liberal resource sharing. In Pennsylvania, the State Library appointed a number of librarians representing a wide variety of types of libraries to the ILL Code Revision Committee. That committee reviewed the *Pennsylvania Interlibrary Loan Code, 1979*, as well as other regional and state ILL codes during the course of developing the *Pennsylvania Interlibrary Loan Code*, August, 1987.

The *National Interlibrary Loan Code*, 1980, is effective only between libraries operating outside networks and consortia. The *National Interlibrary Loan Code* is the most restrictive of all ILL codes in that it limits what may be requested to materials needed for research or serious study.

In late 1990, the American Library Association's Reference and Adult Services Division's Interlibrary Loan Committee appointed a Subcommittee to review the *National Interlibrary Loan Code*. Complete revision of the national code may take several years.

International interlibrary loan transactions are also covered by a code. The International Federation of Library Associations and Institutions (IFLA) developed the *International Lending: Principles and Guidelines for Procedure* in 1978 and last revised it in 1983. These guidelines and procedures should be used when requesting from or lending to libraries outside North America.

ILL codes are somewhat theoretical and general in nature. A code specifies the types of materials that may be requested or lent. It also gives general guidelines for the placement of requests, packaging of loaned materials, and the duration of the loan. By their very nature ILL codes are not detailed enough to answer specific questions. To answer specific questions, libraries have written lending policy statements which detail the types of materials lent, the charges for such loans, the duration of loans, the policies regarding renewals of loaned items, and the conditions under which such loaned items may be used. ILL policy statements should be written to be in harmony with local, regional, and state ILL codes. It may be possible that a separate policy statement will need to be written to cover those transactions which are covered by the national ILL code.

THE INTERLIBRARY LOAN INTERVIEW

The interlibrary loan interview, which generally precedes a loan, is a key element in serving the needs of the customer. The interview provides the opportunity to answer any questions the customer may have, it allows routine information on interlibrary borrowing to be imparted, and it gives the librarian a means of gathering essential facts about the desired material itself.

Ideally during the initial interview the following background information should be provided:

- What an interlibrary loan actually is
- When an interlibrary loan should be instituted
- What types of material may be borrowed
- Length of time the physical loan itself may take
- How the customer will know when the material arrives
- In general, how long the customer may use the material
- Restrictions which may be placed on the use of the material.

The following suggestions ensure that you will have a good interlibrary loan interview:

1. Customer inquiry -- Customers request information or tell what they want. Do not interrupt.

2. Clarify the inquiry, if necessary, by restating the problem exactly as the customer stated it to you. Try not to assume anything.
3. Determine the validity of the request. Lead the customer into giving further clues which might have been left unstated. Clarify misconceptions, ask open-ended questions, and determine if the interlibrary loan is justified. Identify the following needs, if applicable:
   - Length of the proposed report or research
   - Depth of the research
   - Urgency of the request itself
   - Kinds of material desired
   - Needed currency of information desired.
4. Identify what information the customer has already located on the subject and the sources used. Minimally a customer might have consulted the following:
   - Library holdings catalog
   - Reference collection
   - Periodical Indexes
   - Various locally owned indexes
   - ACCESS PENNSYLVANIA Database (for school libraries).

   If the customer did locate material in the library and it was in circulation, consider substitutions of locally owned material.
5. If applicable, obtain the customer's authorization to charge for photocopying and book loans when necessary. Get applicable information, such as name, address, telephone number, and library card number.
6. Proceed with the loan.

PROCEDURES, PROTOCOLS, FORMS

Successful utilization of both formal and informal interlibrary loan networks throughout Pennsylvania requires the courtesy of compliance with general ILL procedures that govern how most libraries conduct their ILL transactions. For Pennsylvania libraries, the 1987 *Pennsylvania Interlibrary Loan Code* provides the responsibilities and expectations for borrowing and lending libraries.

CHOOSING A LENDING LIBRARY

The *Pennsylvania Interlibrary Loan Code* recommends that libraries select the "most efficient and effective means for interlibrary loan." Elements to consider in targeting interlibrary loan requests include:

I. AVAILABILITY: ILL personnel are expected to utilize locator tools to identify where the needed materials may potentially be obtained. Some of the most effective locator tools include.

- Local and regional catalogs/union lists
- Access Pennsylvania CD-ROM database
- OCLC (Online Computer Library Center)
- LIAS (Pennsylvania State University)
- ULS and NST (*Union List of Serials* and *New Serial Titles*)
- PaULS (*Pennsylvania Union List of Serials*)

- PULC (*Union Catalog of Pennsylvania*)
- NUC (*National Union Catalog*)
- RLIN (*Research Libraries Information Network*)
- CASSI (*Chemical Abstracts Service Source Index*)
- *Health Sciences Libraries Consortium Union List of Serials* (formerly JIMList)
- UCMP (*Union Catalog of Medical Periodicals*)
- SERLINE (*Serials Online*)

II. LEVEL OF CONTACT: All libraries, including school and small libraries, should participate in both formal and informal organizations. Fellow members of these consortia and networks may supply the majority of their ILL requests. In general, this practice is nothing more than the reciprocal cooperation among libraries of similar types within a defined geographic area. Many times it is a "system" of multi-type libraries that are "friends and neighbors." The importance of such a system should never be underestimated, for it can be an extremely powerful means of information transfer within a community. The following list suggests a potential hierarchy to consider in directing loan requests:

A. Consortium/Network Member Libraries
B. "NEIGHBOR" Libraries
    1. Same type as borrowing library
    2. Public
    3. Academic
    4. Special
    5. School
C. District Library Center
D. Regional Resource Centers

E. Other State Academic Libraries
F. Other State Special Libraries

ACCESS PENNSYLVANIA ILL REQUEST FORM

(*APPENDIX B*)

This is an example of the ILL form that is automatically completed by the ACCESS PENNSYLVANIA computer.

THE IN-HOUSE ILL REQUEST FORM (*APPENDIX C*)

Use of an in-house request form to be filled out by the patron will serve as a means of augmenting the interlibrary loan interview described earlier. The form will also serve ILL personnel as a combination worksheet and checklist ensuring that all necessary and available data elements have been obtained.

The form should be readily accessible to ILL staff and their customers. It should be easy to complete and should answer the questions:

WHO? -- name/address/telephone number of customer
WHAT? -- citation of material needed
WHEN? -- request date and "need-by" date
HOW MUCH? -- maximum charges that will be accepted
WHERE? -- holdings locations of material requested

ALA ILL REQUEST FORM

(*APPENDIX D*)

This form was developed by the National Information Standards Organization and approved by the American Library Association. It provides for the elements necessary for

loan or photocopy ILL transactions. There are variants of this form; all require the same essential information. Care and accuracy in completing this form will ensure faster receipt of material as well as the continued good will of the lending library personnel.

SAMPLE PHOTOCOPY or LOAN REQUESTS

(APPENDIX E)

This APPENDIX shows examples of the ALA form filled for a typical photocopy request and a loan request. Completion of elements by both the borrowing and the lending library assures a full description of the loan.

VERIFICATION

What is it?

Verification is the act of ensuring that all of the bibliographic information provided on the interlibrary loan request form is correct and complete. Accurate and complete information is essential for fast and efficient ILL. While as much information as possible is elicited from the customer, it is the responsibility of the interlibrary loan personnel to verify this information, and if possible complete any gaps.

How is it done?

Verification occurs by checking online bibliographic databases or printed catalogs, indexes, and abstracts to confirm the spelling and completeness of author names, book and journal titles, publication dates, and pagination of journal articles. This notation of the source is subsequently included on the ILL request so that lending library personnel may refer to it if problems are encountered with the request.

Why verify?

- to prove the item exists and to correct any bibliographic errors or discrepancies.
- to include significant bibliographic information which may have been omitted by the customer.
- to expedite receipt of requested material.

- to maintain the goodwill of ILL personnel at lending libraries who must spend valuable time trying to interpret incorrect, incomplete, vague, or confusing requests.

What are some appropriate verification sources?

- Online and printed catalogs (OCLC; CBI, etc.).
- Access Pennsylvania CD-ROM database.
- Abstracts and Indexes (*Readers' Guide to Periodical Literature, Biological Abstracts, Business Index, Index Medicus*, etc.).
- Online bibliographic databases.

What if you can't verify?

- if possible, contact the customer to see if there is additional information available
- indicate "unable to verify" on the request form.
- supply all known information and/or a photocopy of the source of reference.
  (e.g., bibliography following an article; newspaper/magazine reference; etc.).
- contact reference department of District Library Center for assistance if information is especially vague or sketchy.

Other Steps.

The borrowing library must maintain files which facilitate the receipt and return of materials. Such files would cover pending requests, the receipt of materials, notification of customers, the date materials were returned, invoicing costs, and general statistics which describe the size of a borrowing library's ILL activity. In keeping with the CONTU Guidelines, photocopy transaction records must be kept for three years.

DOCUMENT DELIVERY

Once the lending library locates the requested material, it can be sent to the borrowing library by various means:

- Interlibrary Delivery Service of Pennsylvania (IDS)
- local van service
- U. S. mail
- overnight shipping services
- telefacsimile
- electronic mail.

Interlibrary Delivery Service of Pennsylvania

IDS, which celebrated its 22nd anniversary in October, 1991, is a non-profit corporation of more than 600 member libraries organized to ship books and articles for interlibrary loan. Two hundred of the 600 libraries are full members and can both send and receive parcels. The other 400 libraries are affiliate members and can only receive materials. Affiliate libraries have a special membership rate, and each works closely with its parent organization, a full member.

The present carrier for IDS is United Parcel Service. UPS stops at full-member libraries daily to pick up and deliver parcels, with a turnaround time for delivery of one or two days. There is a twenty pound (20 lb.) parcel weight limit for shipment. The State Library subsidizes IDS with state and federal funds. IDS shipped 276,000 parcels in 1990. For information about membership, contact:

Jan Phillips, Administrative Director
Interlibrary Delivery Service
471 Park Lane
State College, PA 16803-3208
(814) 238-0254 VOICE; (814) 238-9686 FAX

Local Van Service

Many public library systems and school districts have a daily, semi-weekly, or weekly delivery route to transport supplies, equipment, and interlibrary loans. Librarians should make every effort to use this service for the advantage of their users as well as the library.

U. S. Mail

Speed of delivery is not an advantage, but postage rates remain relatively low. U. S. mail may be the only option for those libraries that ship too few parcels to make the cost of IDS membership financially attractive.

Overnight Delivery Services

Federal Express, Purolator, and other carriers guarantee speed of delivery at an increased cost.

Telefacsimile

Pennsylvania libraries have been leaders in the installation and use of FAX machines. The third edition of the *Telefacsimile Directory 1991: Pennsylvania Libraries* lists the FAX numbers of more than 900 Pennsylvania libraries. Appendix G of the *Pennsylvania Interlibrary Loan Code* (August, 1987) lists the "Guidelines for Telefacsimile Use within Pennsylvania." To increase speed of transmission and to reduce waste of paper, consider using fax "post-it" notes instead of a full size fax cover sheet when sending fax messages.

Electronic Mail

The use of e-mail for ILL has been the method used least for document delivery. The official e-mail system of the Department of Education is PENN*LINK, which is used mainly by intermediate units, school districts, and schools. The State Library subsidizes the C.A.L.L. (Computer Access Linking Libraries) system of PALINET, used mainly by academic libraries and public libraries. Some academic libraries make use of BITNET (Because It's Time Network). Twenty universities in the Commonwealth are linked to PREPnet (Pennsylvania Research and Economic Partnership Network). The U. S. Congress is considering enactment of NREN (National Research and Education Network). Electronic mail will primarily be used for the delivery of copies of journal articles and excerpts from books. Time will tell what creative solutions e-mail offers for ILL in the next generation of document delivery.

WHERE TO GET SUPPLIES

The following is an informational list of suppliers of library materials. It does not constitute an endorsement of products or suppliers.

Brodart Company
Eastern Division
P. O. Box 3037
1609 Memorial Avenue
Williamsport, PA 17705
(717) 326-2461; (800) 233-8467

Demco
Box 7488
Madison, WI 53707
(800) 356-1200

Gaylord Brothers
Box 4901
Syracuse, NY 13221-4901
(800) 448-6160

The Highsmith Company, Inc.
W5527 Highway 106
P. O. Box 800
Fort Atkinson, WI 53538-0800
(800) 558-2110 (telephone orders)
(414) 563-9571 (business questions)

The Library Store, Inc.
Box 964, 112 E. South Street
Tremont, IL 61568
(309) 925-5571

University Products, Inc.
P. O. Box 101
Holyoke, MA 01041
(800) 628-1912

ADMINISTRATION of ILL

In any size library the practicing ILL librarian has to deal regularly with good interlibrary loan management. Statistics keeping, funding, collecting fees, preparing, updating, and following a *ROUTINE MANUAL*, and similar activities profoundly affect the day to day work of an ILL office. Adept ILL managers are well advised to keep abreast of the latest trends in order to serve their public well.

Accurate information concerning these matters will also be appreciated by the library administrator, who has to be concerned with what something costs as well as whether or not it is good library service. Such information will assist the director who yearly must go before the board to defend activities and justify financial requests. Ultimately it will be the library customer who benefits.

Because of increasing workloads and the move towards automation in the ILL office, there is a constant need for training of ILL workers. Such training might come from OCLC networks such as PALINET and PRLC, from District Library Centers, from local consortia, or from workshops. The annual Technology Conference sponsored by the State Library of Pennsylvania offers an opportunity to learn about new equipment, systems, and programs which can be used to improve interlibrary loan services.

Interlibrary loan is an activity many librarians feel must be cost-effective while giving good service to customer and cooperating library, thereby ensuring continued satisfaction to all involved parties in the future.

CONCLUSIONS

Interlibrary loan is at once one of the most difficult and yet one of the most enjoyable activities in which library staff members can participate. While the problems encountered in running a systematic and efficient ILL department today are considerable, the rewards are also considerable. Few greater joys in librarianship exist than that which comes from tracking down and then securing for a grateful customer a document which is unavailable locally.

The Advisory Committee hopes that the information contained in this manual will assist all ILL staff members to better handle the myriad of details involved in the resource sharing process.

APPENDIXES

Appendix A -- Access Pennsylvania Database 49

Appendix B -- Access Pennsylvania Borrowing Form . . . 50

Appendix C -- In-house Request Form 51

Appendix D -- ALA ILL Request Form 52

Appendix E -- Sample Filled Requests 53

THE ACCESS PENNSYLVANIA DATABASE

The Access Pennsylvania database is a resource sharing tool on compact laser disc that makes available to libraries of all types 2.5 million resources for interlibrary loan. The database, which was created in 1986, brought school libraries in Pennsylvania into the resource sharing network for the first time.

The 1991 edition of the Access Pennsylvania database contains the holdings of 746 school, public, academic, and special libraries on four compact laser discs. The database is subdivided by date. The pink set of disks contains materials published in 1972 to the present. The blue set contains pre-1972 materials. A customized version of Brodart's Le Pac search software is used to search the database on a microcomputer system consisting of an MS-DOS based computer, monitor, printer, and two CD-ROM drives. Library customers can search the database by title, author, subject, anyword, location, or a combination of any of these fields. The software contains a built-in interlibrary loan form that is automatically completed by the computer. This form, which has been approved by the Pennsylvania Interlibrary Loan Committee as a valid alternative to the ALA form, can be printed or downloaded to a disk file for transmission over electronic mail systems.

For resource sharing purposes, participating libraries are organized into 36 multi-type library consortia. Interlibrary loan procedures and protocols have been developed to govern interlibrary loan activity within consortia and across consortia boundaries. As part of these protocols, a borrowing hierarchy has been established. School libraries are to borrow materials from other school libraries before borrowing from public, academic, or special libraries. In addition, all libraries are to attempt to borrow materials from within their own consortium before borrowing from libraries in other consortia. Each Fall, training is conducted for all participating libraries to update participants in new procedures and protocols. Software and new discs are also distributed at that time. Materials are delivered by U.S. mail, telefax, IDS, or local delivery van.

Le Pac (R)
Recent set
(Pink '90)

ACCESS PENNSYLVANIA INTERLIBRARY LOAN REQUEST Date:04/27/91

File Name:ErieCoPL Needed by:05/30/91 Maximum Cost: $free
Author (last, first):Kohl, David F., 1942- Ban:27331792
Bk/Art. Title:Circulation, interlibrary loan, patron use, and collection
Publisher/Journal/DoPub:Santa Barbara, Calif.: ABC-Clio, c1986.
Volume: Issue: pp: CCG CCl
Addtl. Info: Ship via:U.S. MAIL

Library Code	Call Number	Consortium Code
ErieCo PL	REF Z712 .K59 1985 ECC	SHARENW CON
Clearfield PL	Adult 025.5 Koh	CENTRAL CON
Aliquippa PL	025.6 K79c	BEAVER CON

--------Borrowing Library Record-------**********TO BE COMPLETED BY LENDER******
Date received: Date returned: *Charges: Insured for $
Returned via: Insured for $ *Date Sent: Date Due:
Renewal Requested on: *Restrictions: Renewal Date:

Attn:EVELYN WERNER * Attn:
Library:PDE RESOURCE CENTER *Library:
Address:PDE RESRCE CTR *Address:
PA. DEPARTMENT OF EDUCATION *
333 MARKET STREET *
HARRISBURG, PA 17126-0333 *

REQUEST FOR INTERLIBRARY LOAN SERVICE

NAME: _____ TODAY'S DATE: _____

PHONE: _____ DATE NEEDED BY: _____

DEPT./ADDRESS: _____ WILL ACCEPT CHARGES UP TO: $_____

MATERIAL NEEDED (PLEASE LIST ONE ITEM PER FORM)

BOOK: AUTHOR _____

TITLE _____

EDITION/PUBLISHER/YEAR _____

THIS EDITION ONLY? _____

LOAN _____ COPY OF PAGES _____

JOURNAL: TITLE OF JOURNAL _____

YEAR/VOLUME/ISSUE/PAGES _____

AUTHOR OF ARTICLE _____

TITLE OF ARTICLE _____

SOURCE OF REFERENCE FOR ITEM REQUESTED _____

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS

The Copyright Law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

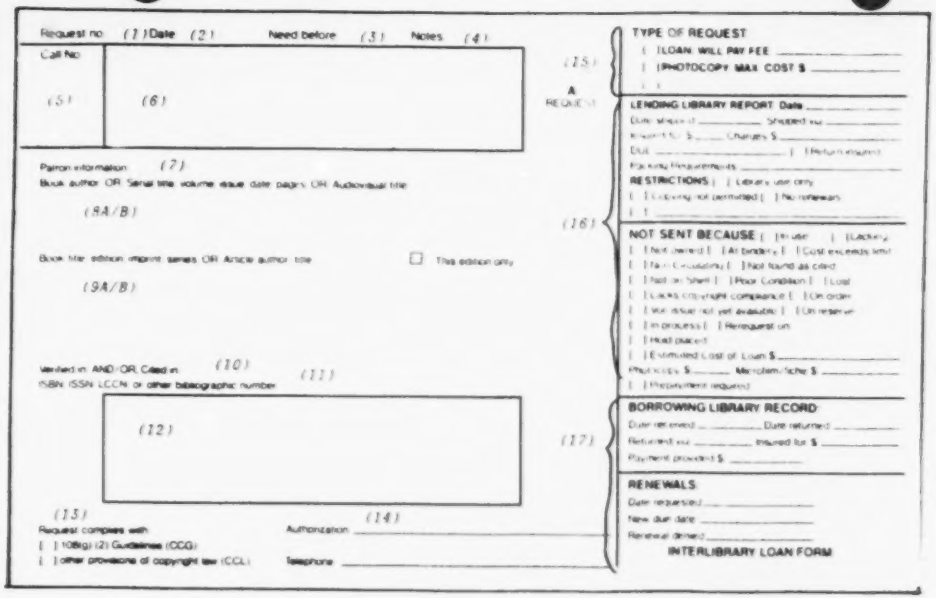
SIGNATURE _____

LIBRARY USE ONLY: VERIFICATION: _____ LOCATIONS: _____

NOTES: _____

_____

Inhouse request for interlibrary loan service. Should be readily available to ILL customers and library staff.



ILL FORM

Each item requested requires a separate ILL request form. The forms are multi-part and color coded for processing as follows:

GOLDENROD "D" Retained by borrowing library pending receipt of material requested. Later included with return of borrowed material.

All other copies of the form are mailed to the lending library for disposition as follows:

WHITE "A" Retained by lending library for files.

YELLOW "B" Returned with material to borrowing library. Will include date that return is expected.

PINK "C" May be returned to borrowing library as a "report" if loan is delayed or request is referred to another library.

ANATOMY OF AN ILL REQUEST

1) - indicate transaction or identification number if one is to be used in monitoring this request.

2) - record day month and year of request to assist in tracking and later, in compiling statistics.

3) - indicate time by which material is needed. If not applicable, leave blank or indicate NA.

4) - optional notation for request number; consortium code; etc.

5) - supply call number of the item you are requesting, if it is known; if not, leave blank.

6) - provide your complete name and address as the requesting library. Preprinted ILL request forms may be ordered from most vendors of library supplies.

7) - provide patron/client identification sufficient to ease notification when material is received.

8A) - provide bibliographic information: BOOKS
- author (last name, first name, and middle initial if available; for corporate authors use full name of group or society)

8B) - provide bibliographic information: JOURNALS/SERIALS
- supply complete title of journal if it is known or title abbreviation as it is presented to you (do not provide "unofficial" title abbreviations or spell an abbreviated title in full unless you have verified it)
- date of publication
- volume and issue number
- page numbers

9A) - provide bibliographic information: BOOKS
- title of book
- edition (if of importance to requestor)
- publisher
- date of publication
- any other relevant information

9B) - provide bibliographic information: JOURNALS/SERIALS
- author of article
- title of article

10) - ensure that the bibliographic information provided to the potential lender is complete and correct. Verification sources may include online data bases; abstracting and indexing sources (Readers' Guide; Biological Abstracts; Chemical Abstracts; Index Medicus; Business Index; etc.); Books in Print; OCLC; etc. The comment "unable to verify" should appear on the form if the requesting library has not been able to confirm the accuracy of the information provided.

11) - list any ISBN, ISSN, LC or OCLC numbers which will assist in identification.

12) - indicate complete address of lending library.

13) - check copyright compliance: CCG (Copyright Guidelines) or CCL (Copyright Law).

14) - list name of person completing form and telephone number for any follow-up that might be necessary.

15) - indicate maximum fee that library is willing to accept for material.

16) - section of form to be completed by lending library.

17) - record information regarding receipt and return of materials, renewals, payments, etc. for borrowing library files.

Sample photocopy request.

Request no. Date 12/6/90 Need before NA Notes our issue missing

Call No.

INTERLIBRARY LOAN DEPARTMENT
BORROWING LIBRARY NAME
STREET ADDRESS
CITY, STATE, ZIP CODE

A REQUEST

Patron information: Brown, John/Business Department
Book: author, OR, Serial title, volume, issue, date, pages, OR Audiovisual title:

Scientific American 1990 July; 263:36-43

Book: title, edition, imprint, series, OR Article: author, title ☐ This edition only

White RM: The great climate debate.

Verified in: AND/OR Cited in: Readers' Guide p. 240, Nov 1990
ISBN, ISSN, LCCN, or other bibliographic number:

INTERLIBRARY LOAN DEPARTMENT
NAME OF LENDING LIBRARY
STREET ADDRESS
CITY, STATE, ZIP CODE

Request complies with:
[X] 108(g)(2) Guidelines (CCG)
[ ] other provisions of copyright law (CCL)

Authorization: Marian Smith
Telephone: (215) 555-1212

TYPE OF REQUEST:
[ ] LOAN: WILL PAY FEE _____
[X] PHOTOCOPY: MAX. COST $ 2.00
[ ]

LENDING LIBRARY REPORT: Date _____
Date shipped _____ Shipped via _____
Insured for $ _____ Charges $ _____
DUE _____ [ ] Return insured
Packing Requirements _____
RESTRICTIONS: [ ] Library use only
[ ] Copying not permitted [ ] No renewals
[ ] _____

NOT SENT BECAUSE: [ ] In use [ ] Lacking
[ ] Not owned [ ] At bindery [ ] Cost exceeds limit
[ ] Non Circulating [ ] Not found as cited
[ ] Not on Shelf [ ] Poor Condition [ ] Lost
[ ] Lacks copyright compliance [ ] On order
[ ] Vol./issue not yet available [ ] On reserve
[ ] In process [ ] Rerequest on
[ ] Hold placed
[ ] Estimated Cost of Loan $ _____
Photocopy $ _____ Microform/fiche $ _____
[ ] Prepayment required

BORROWING LIBRARY RECORD:
Date received _____ Date returned _____
Returned via _____ Insured for $ _____
Payment provided $ _____

RENEWALS:
Date requested _____
New due date _____
Renewal denied _____

INTERLIBRARY LOAN FORM

☆ ☆ ☆ ☆ ☆ ☆

Request no. Date 12/6/90 Need before Notes

Call No.

INTERLIBRARY LOAN DEPARTMENT
BORROWING LIBRARY NAME
STREET ADDRESS
CITY, STATE, ZIP CODE

A REQUEST

Patron information: Brown, John/Business Department
Book: author, OR, Serial title, volume, issue, date, pages, OR Audiovisual title:

Bangs, David H.

Book: title, edition, imprint, series, OR Article: author, title ☐ This edition only

Business Planning Guide. Revised edition,
Upstart Publishing Company, 1989 (?)

Verified in: AND/OR Cited in: UNABLE TO VERIFY - WE DO NOT HAVE ACCESS TO
ISBN, ISSN, LCCN, or other bibliographic number: OCLC, BOOKS IN PRINT, ETC.

INTERLIBRARY LOAN DEPARTMENT
NAME OF LENDING LIBRARY
STREET ADDRESS
CITY, STATE, ZIP CODE

Request complies with:
[ ] 108(g)(2) Guidelines (CCG)
[ ] other provisions of copyright law (CCL)

Authorization: Marian Smith
Telephone: (215) 555-1212

TYPE OF REQUEST: Do not send if
[X] LOAN: WILL PAY FEE there is a fee
[ ] PHOTOCOPY: MAX. COST $ _____
[ ]

LENDING LIBRARY REPORT: Date _____
Date shipped _____ Shipped via _____
Insured for $ _____ Charges $ _____
DUE _____ [ ] Return insured
Packing Requirements _____
RESTRICTIONS: [ ] Library use only
[ ] Copying not permitted [ ] No renewals
[ ] _____

NOT SENT BECAUSE: [ ] In use [ ] Lacking
[ ] Not owned [ ] At bindery [ ] Cost exceeds limit
[ ] Non Circulating [ ] Not found as cited
[ ] Not on Shelf [ ] Poor Condition [ ] Lost
[ ] Lacks copyright compliance [ ] On order
[ ] Vol./issue not yet available [ ] On reserve
[ ] In process [ ] Rerequest on
[ ] Hold placed
[ ] Estimated Cost of Loan $ _____
Photocopy $ _____ Microform/fiche $ _____
[ ] Prepayment required

BORROWING LIBRARY RECORD:
Date received _____ Date returned _____
Returned via _____ Insured for $ _____
Payment provided $ _____

RENEWALS:
Date requested _____
New due date _____
Renewal denied _____

INTERLIBRARY LOAN FORM

Sample loan request.

BEST COPY AVAILABLE

SELECTED BIBLIOGRAPHY

November, 1991

"Bibliography of Interlending and Document Supply." *Interlending and Document Supply.*

These semi-annual bibliographies appear in the January and July issues of IDS. Contact Alison Gallico, Assistant Editor, British Library Document Supply Center, Boston Spa, Wetherby, West Yorkshire, LS23 7BQ, United Kingdom. Price: 20.00 pounds for annual subscription; 6.00 pounds per issue.

Barwick, Margaret M. "Interlending and Document Supply: A Review of Recent Literature." *Interlending and Document Supply.*

These semi-annual review articles appear in issues of *IDS.* See above for order information.

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NOTE: Items marked with asterisks are deemed to be essential material for even the smallest libraries.